

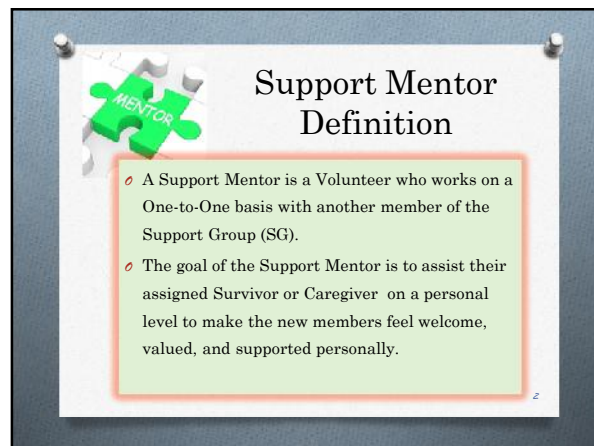





## Support Mentor Training

Developed by:  
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In cooperation with Strokefocus

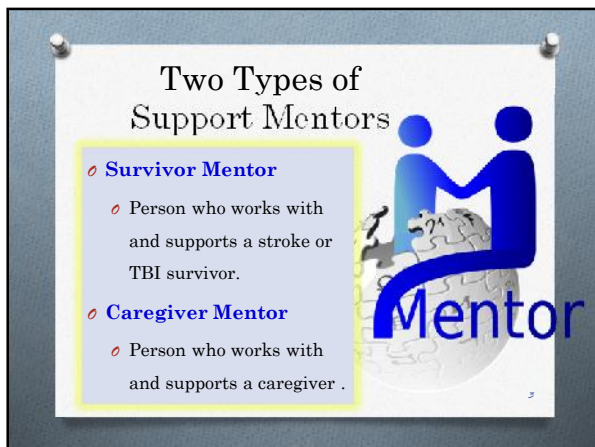
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## Support Mentor Definition

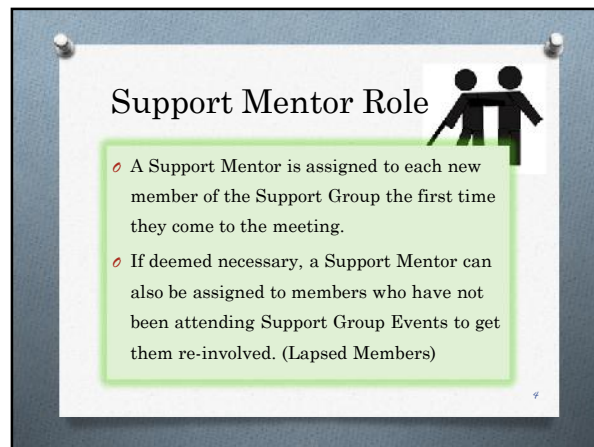
- A Support Mentor is a Volunteer who works on a One-to-One basis with another member of the Support Group (SG).
- The goal of the Support Mentor is to assist their assigned Survivor or Caregiver on a personal level to make the new members feel welcome, valued, and supported personally.




## Two Types of Support Mentors

- **Survivor Mentor**
  - Person who works with and supports a stroke or TBI survivor.
- **Caregiver Mentor**
  - Person who works with and supports a caregiver.

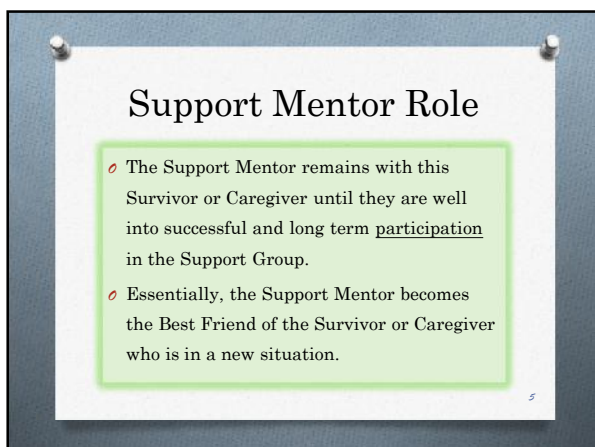




## Support Mentor Role

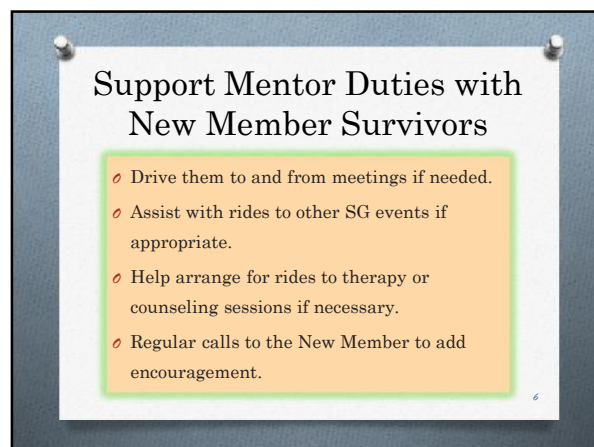


- A Support Mentor is assigned to each new member of the Support Group the first time they come to the meeting.
- If deemed necessary, a Support Mentor can also be assigned to members who have not been attending Support Group Events to get them re-involved. (Lapsed Members)



## Support Mentor Role

- The Support Mentor remains with this Survivor or Caregiver until they are well into successful and long term participation in the Support Group.
- Essentially, the Support Mentor becomes the Best Friend of the Survivor or Caregiver who is in a new situation.



## Support Mentor Duties with New Member Survivors

- Drive them to and from meetings if needed.
- Assist with rides to other SG events if appropriate.
- Help arrange for rides to therapy or counseling sessions if necessary.
- Regular calls to the New Member to add encouragement.

## Support Mentor Duties with New Member Survivors

- Help them join **Strokefocus.net** and learn the benefits of Social Media.
- Help them find information on **Strokefocus** or other sources that will help them in their recovery process.
- Most importantly, the Support Mentor will provide positive reinforcement and encouragement in all forms as often as possible.

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## Support Mentor Duties with New Member Caregivers

- Meet them at the door and help them find a seat at the meeting. Sit beside them.
- Contact the Caregiver to remind them of all meetings and events in the Stroke Support Group.
- Drive them to and from meetings and events if necessary.



## Support Mentor Duties with New Member Caregivers

- Help them join **Strokefocus** and the Caregiver's Unite Group to give them the benefits of Social Media.
- Help them find information on Strokefocus or other sources that will help them in their Caregiving journey.
- Call them on a regular basis to provide positive reinforcement and encouragement in all forms as often as possible.

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## Support Mentor Accountability



Monitoring of success  
will be tracked by the  
Leaders of the SG

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## Support Member Accountability


- Support Mentors are a separate organization within the overall umbrella of the SG .
- Regular meetings for updates, training, coaching among themselves, and success reports will be organized by the leaders of the Support Group.

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## Support Mentor Accountability

- These meetings can be short, once the training period for the Support Mentors is complete. Perhaps for 15-20 minutes either before or after the general Support Group Event.
- **Documents for tracking success and contacts between the Support Mentor and their Partners are provided online.**

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## Weekly updates on the online documents

- Hold the Support Mentor accountable for their duties.
- Document the success of the program.
- Provide evidence of great work that may be rewarded at the annual Support Mentor Awards Event.



## Meeting Your New Member


- Introduce yourself (or be introduced by the SG Leader) immediately when the New Member arrives in the room.
- Tell them you are their PERSONAL Support Mentor and are going to be with them to assist on many levels for a long time.
- Be their best friend!

## Meeting your New Member



- Create a photo opportunity of the New Member and yourself as their Support Mentor.
- Ask them if they have any special needs.
- Make them feel welcome

## First Meeting Duties



- Tour of the facility to locate restrooms, water, food, emergency exits, seating areas.
- Handout and discuss any basic rules or documents that the SG normally uses for their members.
- This can be repeated several times throughout the first meeting, but especially at the end when they are leaving.

## First Meeting Duties cont.

- Ask them how they are doing or if they need anything several times during that first meeting.
- They will be dealing with a lot of new information, new sounds, new people, and new ideas.
- This may be overwhelming for them.

## First Meeting Duties cont.

- Find out if they have access to a computer or Smart Phone.
- Give assistance with finding electrical outlets for recharging cell phones, tablet computers, or laptop computers if they need it.

## First Meeting Duties cont.

- Let them know they should ask YOU if they need a personal break at any time during their first event.
- Remind them you are their personal Support Mentor and they can come to you with any concerns.

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## First Meeting Duties cont.

- Get their contact information from them and provide yours to them.
- You will be contacting them every couple of days to find out how they're doing.
- BE A FRIEND.

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## First Meeting Duties cont.

- Make sure they get back home safely.
- Call them later to make sure they're home, and remind them of your availability to help at any time.
- This is the "Home Safe" phone call.

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## Ongoing Support Mentor Duties



- It may be a good idea to continue with this Home Safe phone call for 6 months or more.
- It will reinforce the Support Mentor's role and concern for their New Member at a very high level.
- Use your judgment as to how long you should continue with this service.

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## Ongoing Support Mentor Duties

- Maintain regular contact with your New Member in between SG meetings.
- A friendly call every couple of days will reinforce the value of the SG support.

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## Ongoing Support Mentor Duties cont.

- Teach the New Members or Lapsed Members about Strokefocus.net
- Show them the wealth of resources and information that are at their fingertips.
- Tell them it is a safe online environment where they can discuss their issues with other who are like themselves.

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## Ongoing Support Mentor Duties cont.

- If they do not have access to a computer, bring yours over to their house and start showing them Strokefocus.
- Tell them there is a Strokefocus Mobile App and Strokefocus Mobile Chat for their cell phone.
- It has all the tools and resources of the desktop version.

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## Hint:

### If they do not have access to a computer:

- Help them find a local library or senior center that has computers available for their use.
- Take them to the facility and help them learn about Strokefocus.net.



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## Ongoing Support for Caregiver Mentors

- Call them for a friendly chat every couple of days and take their mind off their duties. Give them 10 minutes of respite via this phone call.
- Ask them if you can take them shopping or run an errand for them.

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## Ongoing Support for Caregiver Mentors

- Teach them about **respite**.
- Help them find ways to help themselves participate in respite by taking them out to coffee once a week or so. This could be breakfast, lunch, or dinner, too.

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## Ongoing Support for Caregiver Mentors cont.

- Get together with the other Support Mentors for Caregivers in the SG and plan a monthly respite party or outing for all the Caregivers together.
- You may get to ask their Support Mentor for their Survivor Member to stay with the Survivor during this break.

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## Ongoing Support for Caregiver Mentors cont.

- Teach the Caregivers about Strokefocus.net and about the wealth of resources and information that are at their fingertips.
- Help them have computer access via local services.
- Tell them about the group "Caregivers Unite" on Strokefocus. It is especially for Caregivers where they can discuss their concerns in a safe environment.

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## Summary

- o Being a Support Mentor is an opportunity to give back to those new to your SG.
- o You are fortunate to be able to give of yourself to others who may need your support to better their own lives.
- o You have so much to give, here is a way to share your gift.



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## Future of Support Mentors



Pay it forward

FOR IS FOLLOWING



- o The next step for the Support Mentors is to be a part of the outreach and recruitment team to help your SG grow.
- o This growth will help so many others who are Survivors and Caregivers.
- o This role will be covered in the next training series.

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